Career SoftSkill Essentials™

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Attendance/Leave

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Section 1: Before You Begin

1. What workplace skills from this checklist do you have? I arrive to workstation and appointments on time or early. I stay on duty until the workday/shift has ended (or released). I return from lunch/breaks on time or early. I take sick leave only when truly ill. I request leave in accordance with company policy.

Section 1: Continued

2. Which of these skills would you like to improve or develop?

Arrives to workstation and appointments

Arrives to workstation and appointments on time or early.
Stays on duty until the workday/shift has ended (or released).
Returns from lunch/breaks on time or early.
Takes sick leave only when truly ill.
Requests leave in accordance with

company policy.

Section 2: Information About Skills on Checklist

- Employers expect you to be at work.
- Employers provide leave to employees for different purposes. Misuse of leave will lead to discipline and dismissal.
- Your employer will be able to change schedules to allow for your absence when your follow company policies to request leave.
- Absence from work means that the job does not get done or someone else has to do your job.

Section 2: Continued

- The 4 basic reasons for absence/leave from work are:
 - Illness.
 - Family Sick Leave. This means someone in your immediate family is ill, such as a spouse or child.
 - Vacation.
 - Personal Leave.
- Absence/leave is taken according to company policy.

Arrives to Workstation and Appointments on Time

- You are paid to work a specific number of hours per day/week.
- Employers expect that you arrive at your assigned area on time.
- If you have a habit of arriving late to work/ appointments, then you may lose your job.
- You are not respecting coworkers when they have to wait for you.
- When you arrive to workstation and appointments on time, you have an essential career soft skill.

Attendance/Leave Stays on Duty until Workday/Shift Has Ended

- You are paid to work a specific number of hours per day.
- If you arrive late or leave work early:
 - You have not earned your pay.
 - You are costing the company money.
 - It is unfair to your coworkers.
 - It leads to ill feelings between you and your coworkers.
- When you stay on duty until your workday/shift has ended, you have an essential career soft skill.

Attendance/Leave Returns from Lunch/Breaks on Time

- There are specific times for lunches and breaks. You are expected to know when they are and follow the set times.
- Employers expect you to be in your assigned area when your are supposed to be there.
- If you arrive late from breaks, then your job is not getting done and you have not earned your pay.

Attendance/Leave Returns from Lunch/Breaks on Time continued

- ♣ It leads to ill feelings between you and your coworkers when you do not return from lunch or breaks on time. In some companies, the employee on the next lunch shift cannot leave until you return.
- When you return from lunch/breaks on time, you have an essential career soft skill.

Attendance/Leave Takes Sick Leave Only When III

- Sick leave is taken only when you or your immediate family are actually ill.
- It is dishonest to use sick leave as an excuse not to go to work.
- The misuse of sick leave takes money away from your employer.
- When you do not report for work, your job is not getting done.

Attendance/Leave Takes Sick Leave Only When III continued

- Coworkers have to do your job when you are not at work.
- Follow company policy when ill and not reporting to work.
- When you take sick leave only when ill, you have an essential career soft skill.

Attendance/Leave Takes Sick Leave Only When III

Examples of when you may and may not take sick leave are listed below:

- May take sick leave: May not take sick
 - Fever
 - Severe flu symptoms
 - Child with fever, flu, bad cold

- May not take sick leave:
 - Family events
 - Tired
 - No child care

Attendance/Leave Takes Sick Leave Only When III

Examples of when you may and may not take sick leave are listed below:

- May take sick leave:
 - Doctor's appointment (Try to schedule during non-work hours)
 - Doctor's orders
 - Migraine

- May not take sick leave:
 - No transportation
 - Don't want to go to work
 - Child has day off from school
 - General headache

Requests Leave In Accordance with Company Policy

- Employers expect you to follow company policies.
- Company policies are designed to be the same for all employees.
- Following leave policies allow employers to plan for your absences.
- Company policies define when and how you take personal leave and vacation.
- When you request leave in accordance with company policy, you have an essential career soft skill.

Section 3. Scenario/Case Study

John enjoys his job and does it well when he is at work. He is not a morning person and often comes to work late several times a week.

John also takes 3 or more cigarette breaks each day. He often returns a little late from lunch because he takes a full lunch hour.

Pete takes lunch after John, but Pete can not go to lunch until John returns. Pete thinks John is rude to him. Coworkers agree with Pete. They are angry because they have to help John's customers when John is not at his work area.

Section 3. Scenario/Case Study continued

It seems that John's work is not getting done. His supervisor tells him that his work is suffering because of "absence and lateness." The supervisor also told John that he is creating tension among his coworkers who have to fill-in for him when he is not there.

His supervisor showed John the company policy manual. It reads, "Each employee can take two breaks a day for 15 minutes each. The lunch hour is 60 minutes with employees back at their work area and ready to work at the end of the hour."

Section 3: Scenario/Case Study continued

John's supervisor told him he must follow company policy or he will be dismissed. John thinks his supervisor is not being fair to him since he is not missing that much work and he works hard when he is there.

Attendance/Leave Section 4: Applying What You Know

1. What skills does John need to develop?
Arrives to workstation and appointments on time.
Stays on duty until the workday/shift has ended.
Returns from lunch/breaks on time.
Takes sick leave only when ill.
Requests leave in accordance with company policy.

Section 4: Applying What You Know Continued

2. What should John do to save his job?

3. List the specific attendance/leave skills that John should improve. Explain how he can improve.

Section 5: Skill Review

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Attendance/Leave soft skill module.

Section 5: Skill Review continued

The following are ways to demonstrate good attendance:

- Arrive to workstation and appointments on time.
- Stay on duty until the workday/shift has ended.
- Return from lunch/breaks on time.
- Take sick leave only when ill.
- Request leave in accordance with company policy.